



Notice under Title II of the American Disabilities Act (ADA), as amended. How to file an ADA Complaint/Grievance

Department of Social Services (DSS) applicants for, or recipients of, services from DSS are treated equitably regardless of race, color, national origin, ancestry, sex (including pregnancy and gender identity), sexual orientation, age, disability, religion, or veteran status. Appropriate interpretive services will be provided as required for the visually or hearing impaired and for persons with language barriers. **Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the DSS should notify DSS as soon as possible. To request an accommodation: visit your local DSS office, contact DSS by phone, TDD/TTY: (800) 735-2966; Relay Missouri 711; or contact the DSS ADA Coordinator and Office for Civil Rights Director Anna Wise by phone at (800) 776-8014 or via email at HRC.OCR@dss.mo.gov. DSS will provide reasonable accommodations as required by law.**

Applicants for, or recipients, of services from DSS who believe they have been denied a service or benefit may file a complaint by contacting either their DSS local office or the Missouri DSS Office for Civil Rights at (800) 776-8014; or TDD/TYY: (800)735-2966, Relay Missouri: 711. Complaints may also be filed by submitting a completed **DSS Client/Applicant Complaint of Discrimination form** by mail to the Missouri DSS Office for Civil Rights, P. O. Box 1527, Jefferson City, MO 65102-1527 or via email at HRC.OCR@dss.mo.gov. Persons may also, at any time, file a SNAP program discrimination complaint with the United States Department of Agriculture (USDA).

You can access the full DSS Nondiscrimination Policy Statement at this link: <https://dss.mo.gov/files/missouri-nondiscrimination-policy-statement.htm>

You can file a complaint if you believe you have been denied an ADA accommodation to access DSS' programs, services, and activities.

Timeframe for a complaint/grievance regarding being denied an ADA accommodation:

- The complaint/grievance should be submitted by the grievant or their designee as soon as possible but no later than 60 calendar days from the alleged violation.
- Within 20 calendar days after receipt of the complaint/grievance, DSS ADA Coordinator or their designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, DSS ADA Coordinator or their designee will respond in writing.